Attachment BB - IT Service Level Descriptions
Guidesoft, Inc. dba Knowledge Services
CETS #21167

1.   APPLICATION DEVELOPER

Fulltime professional work experience in the development and support of Information Technology applications.

1.1   Substitutions:

Successful completion of an Information Technology Certification program, accredited college and/or graduate training may substitute for the required work experience.

2.   APPLICATION SYSTEMS ANALYST / PROGRAMMING MANAGER

2.1   Fulltime professional work experience in Information Technology.

2.2   At least one (1) year of the experience must be in an Administrative, Managerial, or Supervisory capacity.

2.3   Substitutions:

2.3.1   Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

2.3.2   Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

2.3.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

2.3.4   Two (2) years of work experience as an Application Systems Analyst / Programming Supervisor may substitute for all the required experience.

3.   APPLICATION SYSTEMS ANALYST / PROGRAMMER

Fulltime professional work experience in Information Technology.

3.1   Substitutions:

3.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

3.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

3.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

3.1.4   Two (2) years of work experience as an Application Systems Analyst / Programming Specialist, Application Systems Analysis / Intermediate Programming, Senior Application Developer may substitute for all the required experience.

4.   ARCHITECT

4.1   Creates and implements a design for the storage and maintenance of data. Develops approaches for warehouse implementation, data acquisition and archive recovery.

4.2   Deletes old data when necessary. May evaluate new data sources for adherence to quality standards and ease of integration.

4.3   Relies on established guidelines and instructions to perform daily job functions.

4.4   Works under immediate supervision and usually reports to a supervisor or manager.

4.5   May require a bachelor's degree.

5.   BUSINESS ANALYST

5.1   Individuals in this position have demonstrated experience in the standard concepts, practices, and deliverables related to Business Analysis in support of software development projects.

5.2   Individuals understand how to gather and document requirements.

5.3   Individuals have a working knowledge of the software development lifecycle.

5.4   Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

5.5   Individuals have some familiarity with the use of standard market testing tools.

6.   BUSINESS SUBJECT MATTER EXPERT

6.1   A subject-matter expert (SME) or domain expert is a person who is an authority in a specific area or topic. The term 'domain expert' is frequently used in expert systems software development and in this case, the term always refers to the domain other than the software domain.

6.2   A domain expert is a person with special knowledge or skills in a specific area of endeavor.

7.   BUSINESS SYSTEMS CONSULTANT

Fulltime professional Information Technology project development work experience and/or Functional/Business Process Analyst work experience.

7.1   Substitutions:

7.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

7.1.2   Accredited graduate training in Business Administration, Information Technology, or a related area may substitute for the required work experience with a maximum substitution of two (2) years. Fifteen semester hours in Information Technology or a related area is required in either the undergraduate or graduate training.

7.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

7.1.4   Two (2) years of work experience as an Associate Project Manager, Senior Quality Assurance Analyst, Intermediate Business Systems Consultant, Quality Assurance Analyst may substitute for all of the required experience.

8.   BUSINESS SYSTEMS CONSULTANT MANAGER

Fulltime professional Information Technology Project Development experience and/or Function/Business Process Analysis with at least one (1) year of experience in an Administrative, Managerial, or Supervisory capacity.

8.1   Substitutions:

8.1.1   Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. Fifteen (15) semester hours in Information Technology or a related area is required.

8.1.2   Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

8.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

8.1.4   Two (2) years of work experience as a Senior Project Manager, Quality Assurance Manager, Intermediate Project Manager may substitute for all of the required experience.

9.   CADD / GIS ADMINISTRATOR

Fulltime professional Information Technology work experience in CADD / GIS Administration.

9.1   Substitutions:

9.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

9.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

9.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

9.1.4   Two (2) years of work experience as a CADD / GIS Analyst, Developer, Architect, or Mapper may substitute for the required experience.

10.   **CLIENT TECHNOLOGIES SPECIALIST**

Fulltime professional work experience supporting the implementation of client technology solutions.

    10.1   **Substitutions:**

        10.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

        10.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

        10.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

        10.1.4   Two (2) years of work experience as a Systems Specialist, Applications Specialist, Network Specialist, or Program Specialist may substitute for the required experience.

11.   **COMMUNICATIONS ANALYST**

Fulltime professional work experience in telecommunications including the planning, design, and implementation of communication networks.

    11.1   **Substitutions:**

        11.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

        11.1.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

        11.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

12.   **COMPUTER OPERATIONS MANAGER**

    12.1   Fulltime professional work experience in Information Technology.

    12.2   At least one (1) year of experience must be in an Administrative, Managerial, or Supervisory capacity.

    12.3   **Substitutions:**

        12.3.1   Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

        12.3.2   Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

12.3.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

12.3.4   Two (2) years of work experience as a Data / Voice Communications Manager, LAN Administrator Manager, Help Desk Manager, Systems Administrator Manager, Production Control Manager, Senior Network Engineer, Senior LAN Administrator, Senior Help Desk Service Specialist, Senior Systems Administrator may substitute for all of the required experience.

13.   COMPUTER OPERATOR

13.1   Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment.

13.2   Monitors the system for failure and/or errors and responds by addressing issues and/or notifying a supervisor.

13.3   Loads peripheral equipment such as tapes and printer paper for operating runs.

13.4   Relies on established guidelines and instructions to perform daily job functions.

13.5   Works under immediate supervision.

13.6   May require an associate degree.

14.   COMPUTER SCHEDULER

Fulltime work experience as a Computer Operator.

14.1   Substitutions:

Accredited college training may substitute for the required work experience with a maximum substitution of two (2) years. Fifteen semester hours in Information Technology or a related area is required.

15.   CONFIGURATION MANAGEMENT SPECIALIST

Fulltime professional work experience establishing, developing and implanting configuration management processes.

15.1   Substitutions:

15.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

15.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

15.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

15.1.4   Two (2) years of work experience in application development, business analysis, software testing and/or production operations may substitute for the required experience.

16.   DATA ADMINISTRATOR

Fulltime professional Information Technology Project Development work experience and/or Functional/Business Process Analyst work experience.

16.1   Substitutions:

16.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

16.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

16.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

16.1.4   Two (2) years of work experience as a Database Analyst-Senior, Data Warehousing Administrator, Data Architect, Intermediate Database Analyst, Data Warehousing Analyst may substitute for the required experience.

17.   DATA ARCHITECT

Fulltime professional work experience in Information Technology. At least three (3) years of the required professional work experience must be in Data Warehousing Management.

17.1   Substitutions:

17.1.1   Accredited college training may substitute for the required work experience except for the Data Warehousing Management experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

17.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

17.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

17.1.4   Two (2) years of work experience as a Database Analyst-Senior, Data Administrator, Data Warehousing Administrator, Intermediate Database Analyst, Data Warehousing Analyst may substitute for the required experience.

18.   DATA ENTRY OPERATOR

18.1   Operates a data entry device, such as a keyboard or optical scanner, to enter data into an electronic format.

18.2   Relies on established guidelines and instructions to perform daily job functions.

18.3   Works under immediate supervision.

18.4   Requires a high school diploma or its equivalent and zero (0) to two (2) years of relevant experience.

19.   DATA PROCESSING OPERATOR

19.1   Six (6) months fulltime clerical, data entry, or related experience. Must score 45 correct words per minute on a standard typing test.

19.2   Typing scores will be accepted from accredited high schools, colleges, vocational schools, and business schools if taken within the past three (3) years and submitted on a standard form or letterhead stationery of the school.

19.3   Substitutions:

19.3.1   Accredited college training may substitute for the required experience with a maximum substitution of six (6) months.

19.3.2   Completion of a training program in data entry from an accredited vocational or business school may substitute for the required experience.

20.   DATA WAREHOUSE ADMINISTRATOR

Fulltime professional Information Technology project development work experience and/or Functional/Business Process Analyst work experience.

20.1   Substitutions:

20.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

20.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

20.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

20.1.4   Two (2) years of work experience as a Senior Database Analyst, Data Administrator, Data Architect, Intermediate Database Analyst, Data Warehousing Analyst may substitute for all of the required experience.

21.   DATA WAREHOUSE ANALYST

Fulltime professional Information Technology project development work experience and/or Functional/Business Process Analyst work experience.

21.1   **Substitutions:**

    21.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

    21.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

    21.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

    21.1.4   Two (2) years of work experience as an Intermediate Database Analyst, Data Warehousing Programmer, Associate Database Analyst may substitute for all of the required experience.

22.   DATA / VOICE COMMUNICATIONS MANAGER

22.1   Fulltime professional work experience in Network Communication, Network Design and/or Configuration Management.

22.2   At least one (1) year of the above experience must be in an Administrative, Managerial, or Supervisory capacity.

22.3   **Substitutions:**

    22.3.1   Accredited college training may substitute for the required work experience except for the supervisory experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

    22.3.2   Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

    22.3.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

    22.3.4   Two (2) years of work experience as a LAN Administrator Manager (EAP6), Help Desk Manager, Systems Administrator Manager, LAN Administrator Supervisor, Senior Network Engineer, Senior LAN Administrator, Senior Help Desk Service Specialist (1BG1) and Senior Systems Administrator may substitute for all of the required experience.

23.   DATABASE ADMINISTRATOR

23.1   Provides technical support for the development, implementation and maintenance of an internal database.

23.2   Maintains policies and procedures for ensuring database's security and integrity.

23.3   Implements data models, database designs, data access and table maintenance codes.

23.4   Resolves database performance and capacity issues, and replication and other distributed data issues. Relies on knowledge and professional discretion to plan and achieve goals.

23.5   Works under general supervision and usually reports to a supervisor, though some ingenuity and flexibility is required.

23.6   May require a bachelor's degree in a related area and two (2) to four (4) years of relevant experience.

24.   DATABASE ANALYST

24.1   Maintains data storage and access by evaluating, designing and implementing company database(s).

24.2   Identifies data sources, constructs data decomposition diagrams, provides data flow diagrams and documents the process.

24.3   Writes code for database access, modifications and constructions.

24.4   Relies on established guidelines and instructions to perform daily job functions.

24.5   Works under immediate supervision and usually reports to a manager.

24.6   May require a bachelor's degree in a related area and zero (0) to two (2) years of relevant experience.

24.7   Fulltime professional work experience in software development, maintenance, or implementation.

24.8   **Substitutions:**

     24.8.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

     24.8.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

     24.8.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

     24.8.4   Two (2) years of work experience as a Data Administrator, Data Warehousing Administrator, Data Architect, Intermediate Database Analyst, Data Warehousing Analyst may substitute for the required experience.

25.   DATABASE ARCHITECT

Fulltime professional work experience in architecting database solutions for software solutions.

25.1   **Substitutions:**

     25.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

     25.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

25.1.3　　Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years.　Proof of certification must accompany application.

25.1.4　　Two (2) years of work experience as a Technical Architect, Database Analyst, Data Administrator, Data Warehousing Administrator, Intermediate Database Analyst, Data Warehousing Analyst and/or Data Warehouse Architect may substitute for the required experience.

26.　DATABASE MANAGER / ADMINISTRATOR

26.1　Provides technical leadership for architecture, design, documentation and maintenance of an internal database and related systems.

26.2　Oversees the evaluation, design and implementation of database enhancements and develops a long-term strategy for data storage.

26.3　Establishes policies and procedures related to data security and integrity and monitors and limits database access as needed.

26.4　Relies on extensive knowledge and professional discretion to achieve goals.

26.5　Manages others.

26.6　Significant ingenuity and flexibility are expected.

26.7　May report to top management.

26.8　Requires a bachelor's degree with at least seven (7) years of relevant experience.

27.　DISASTER RECOVERY ADMINISTRATOR

Fulltime professional work experience in Information Technology.

27.1　Substitutions:

27.1.1　　Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years.　Fifteen semester hours in Information Technology or a related area is required.

27.1.2　　Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

27.1.3　　Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years.　Proof of certification must accompany application.

27.1.4　　Two (2) years of work experience as a Senior Information Security Analyst, Disaster Recovery Analyst and Information Security Analyst may substitute for the required experience.

28.   DISASTER RECOVERY ANALYST

Fulltime professional work experience in Information Technology.

28.1   Substitutions:

28.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

28.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

28.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

28.1.4   Two (2) years of work experience as an Information Security Analyst may substitute for the required experience.

29.   ENTERPRISE ARCHITECT

29.1   Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involves the full and complete design of enterprise software solutions.

29.2   Able to clearly communicate and document designs both at a logical and physical level and work with other technical stakeholders as needed.

29.3   Supports the activities of the enterprise architecture program.

30.   FUNCTIONAL ARCHITECT

Fulltime professional work experience as an architect designing domain specific solutions for business applications.

30.1   Substitutions:

30.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

30.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

30.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

30.1.4   Two (2) years of work experience as an Enterprise Architect, Client Technology Specialist, Enterprise Architect, Database Architect and/or Data Warehouse Architect may substitute for the required experience.

31.   GRAPHIC ARTIST

31.1   Individuals with demonstrated experience in graphic design in the areas of interactive or static web content.

31.2   Individuals with fluency in current graphic design practices and web production software such as, Adobe Photoshop, Adobe Illustrator, Adobe After Effects; Strong design style, including creative design solutions within the constraints of the Internet.

31.3   Strong technical knowledge and a solid understanding of and experience in web based technologies and how they apply to web design such as: HTML, Flash, CSS, and AJAX.

32.   HELP DESK ANALYST

Fulltime professional work experience in Information Technology providing first level phone support for basic technology issues.

32.1   Substitutions:

32.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

32.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

32.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

32.1.4   Two (2) years of work experience as a Call Center Analyst, Technical Analyst, Desktop Support Analyst and/or Technical Support Analyst may substitute for the required experience.

33.   HELP DESK COORDINATOR

Fulltime professional work experience in Business and/or Information Technology.

33.1   Substitutions:

33.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

33.1.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

33.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

33.1.4   One (1) year of work experience as an Associate Systems Administrator and Intermediate Help Desk Coordinator may substitute for the required experience.

34. **HELP DESK MANAGER**

34.1 Oversees timely delivery of quality technical support to internal and external customers.

34.2 Manages help desk personnel and develops policies and procedures governing how to troubleshoot IT issues, including identification, documentation, distribution and resolution.

34.3 May assess new products or services and suggest enhancements to senior management.

34.4 Relies on extensive knowledge and professional discretion to achieve goals.

34.5 Manages others.

34.6 Usually reports to a department head.

34.7 Significant ingenuity and flexibility are expected.

34.8 Requires a bachelor's degree and at least seven (7) years of relevant experience.

35. **HELP DESK SERVICE SPECIALIST**

Fulltime professional work experience in Business and/or Information Technology.

35.1 **Substitutions:**

35.1.1 Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

35.1.2 Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

35.1.3 Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

35.1.4 Two (2) years of work experience as an Intermediate Network Engineer, Intermediate LAN Administrator, Intermediate Systems Administrator, Associate Network Engineer, Associate LAN Administrator may substitute for all of the required experience.

36. **HELP DESK TECHNICIAN**

36.1 Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities.

36.2 Documents, tracks and monitors the problem to facilitate a timely resolution.

36.3 Relies on established guidelines and instructions to perform daily job functions.

36.4 Works under immediate supervision.

36.5 May require an associate degree in a related area.

37.   **IBM SPECIALTY SOFTWARE ARCHITECT**

Fulltime professional work experience as an architect designing solutions on the IBM product stack.

  37.1   **Substitutions:**

    37.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

    37.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

    37.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

    37.1.4   Two (2) years of work experience as a Functional Architect, Enterprise Architect, Client Technology Specialist, Enterprise Architect, Database Architect and/or Data Warehouse Architect may substitute for the required experience.

38.   **IBM SPECIALTY TECHNICAL SPECIALIST**

Fulltime professional work experience as a technical specialist supporting IBM Products. The Technical Specialist has an overall knowledge and understanding of technology that serves as a strong base for technical support of a specific product or program.

  38.1   **Substitutions:**

    38.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

    38.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

    38.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

    38.1.4   Two (2) years of work experience as a Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience

39.   **INDEPENDENT VERIFICATION & VALIDATION (IV&V)**

  39.1   An Individual with the knowledge, skills, education and demonstrated experience in performing Independent Verification and Validation (IV&V) activities in the context of technology projects.

  39.2   An individual familiar with IV&V tasks and activities of Institute of Electrical and Electronics Engineers (IEEE) Standard 1012-2004 and/or other applicable, lifecycle-appropriate IEEE Standards (e.g., 12207 Software Life Cycle).

39.3 The individual is familiar with the federal IV&V standards found at 45 CFR 307.15(b)(10).

40.   INFORMATION SECURITY ANALYST

40.1 Experience in the field of Information Systems Security required. CISSP, CISM, CISA, or System Administration, Networking, and Security Institute (SANS)/Global Information Assurance Certification (GIAC) certifications preferred. Cisco or Microsoft certifications preferred, with extra preference given to advanced Cisco or Microsoft certifications such as Cisco Certified Security Professional (CCSP), Cisco Certified Network Professional (CCNP), Cisco Certified Design Professional (CCDP), Cisco Certified Internetwork Expert (CCIE), or Microsoft Certified Systems Engineer (MSCE).

40.2 Analyst must have working knowledge of relevant FISMA/NIST information security regulations and guidelines.

40.3 Working knowledge of IT Security Best Practices regarding:

40.3.1   Networks and networking including protocol analysis, anomaly detection, and troubleshooting, and/or

40.3.2   IT Security Best Practices regarding Windows and *nix Servers and workstations required.

40.4 Significant working experience with vulnerability assessment tools including but not limited to the following technologies: databases, web-based applications, Windows and *nix file servers and data networks.

40.5 Working knowledge of HIPAA, IRS and Social Security Administration information security standards and regulations preferred.

41.   INFORMATION SECURITY MANAGER

41.1 Fulltime professional work experience in Information Technology, IT Security and/or Application Systems and Assets.

41.2 At least one (1) year of the above experience must be in an Administrative, Managerial, or Supervisory capacity.

41.3 **Substitutions:**

41.3.1   Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

41.3.2   Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

41.3.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

41.3.4   Two (2) years of work experience as a Senior Information Security Analyst, Disaster Recovery Administrator may substitute for the required experience.

42.   **INFORMATION SECURITY PROJECT MANAGER**

42.1   Project management experience required.

42.2   Minimum of three (3) years of project management experience at the state or federal government level required.

42.3   Experience at the state or federal Government level preferred, with experience in:

    42.3.1   The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.

    42.3.2   Reporting status and project metrics to agency executive management.

    42.3.3   Operating in a matrix environment – overseeing multiple timelines and performance measurement criteria.

    42.3.4   Organizing, facilitating and communicating project activities within, across and outside the organization.

    42.3.5   Documenting project milestones for audit purposes.

    42.3.6   Leading training development initiatives to satisfy project requirements.

    42.3.7   Leading training and awareness initiatives to satisfy state and federal regulatory requirements.

    42.3.8   Managing multiple concurrent projects.

    42.3.9   The facilitation of workgroup meetings in specific information security areas of interest.

42.4   Candidates must have strong knowledge of FISMA/NIST based Information Security Risk Management Frameworks and Risk Analysis methodologies.

43.   **INFORMATION SYSTEMS AUDITOR**

43.1   Assesses the performance of IT infrastructure, systems and policies versus established corporate standards for productivity, accuracy and security.

43.2   Reviews processes pertaining to data processing, data security and programming guidelines.

43.3   Assesses potential risks and recommends enhancements.

43.4   Relies on established guidelines and instructions to perform daily job functions.

43.5   Works under immediate supervision and usually reports to a supervisor.

43.6   May require a bachelor's degree and zero (0) to two (2) years of relevant experience.

44.   INFORMATION SYSTEMS SECURITY COMPLIANCE MANAGER

44.1   Experience as a practitioner in the field of IT Security required.

44.2   Minimum three (3) years of experience in designing and managing the implementation of Information System Security projects at the state or federal government levels preferred.

44.3   Certified Information Systems Security Professional (CISSP) or Certified Information Security Manager (CISM) certifications required.

44.4   Additional security certifications such as Certified Information Systems Auditor (CISA), Certified Secure Software Lifecycle Professional (CSSLP), Certified Authorization Professional (CAP), Certified HIPPA Security Professional (CHSP), GIAC HIPAA Security Certificate (GHSC) or Certified HIPPA Security Specialist (CHSS) preferred.

44.5   Strong demonstrable working knowledge of the Federal Information Security Management Act (FISMA) Information Security Governance Standards and the National Institute of Standards and Technology (NIST) Information Systems Risk Management guidelines.

44.6   Strong demonstrable working knowledge of the Health Insurance Portability and Accountability Act (HIPAA), Internal Revenue Service (IRS) and Social Security Administration (SSA) security regulations required.

44.7   Strong working knowledge of best practices regarding physical security evaluations.

44.8   Strong working knowledge of IT Security Best Practices regarding data networks and networking, including but not limited to protocol analysis, anomaly detection, data loss prevention, intrusion prevention/detection and troubleshooting preferred.

44.9   Strong working knowledge of IT Security best practices regarding Windows and *nix Servers preferred.

44.10   Strong working knowledge of IT Security Best Practices required regarding relational databases.

44.11   Working experience at the State or Federal Government level is required.

44.12   NIST guidelines and Federal Information Processing Standard (FIPS) certification requirements regarding the testing, selection, implementation and management of encryption technologies.

44.13   The development, maintenance and implementation of Federal Information Security Management Act (FISMA)/NIST based Information System Risk Management methodologies, including but not limited to Risk Analysis Methodologies, Data Classification Analysis, and/or Control Analysis.

44.14   The management and successful completion of NIST based Risk Analysis.

44.15   The facilitation of workgroup meetings in specific Information Security areas of interest.

44.16   The interpretation and analysis of state and federal information security regulatory requirements experience with HIPAA, IRS and SSA regulatory environments preferred.

44.17   The provision of cost effective regulatory compliance solutions.

44.18   The development, maintenance, and implementation of project plans in accordance with standard project management methodologies.

44.19   The planning and analysis of Vulnerability Scans of wired and wireless data networks, Windows workstations, Windows and *nix File Servers, Relational Databases and Web based applications.

45.   LAN ADMINISTRATION MANAGER

45.1   Fulltime professional work experience in Network Installation and/or Network Configuration and Repair.

45.2   At least one (1) year of the above experience must be in an Administrative, Managerial, or Supervisory capacity.

45.3   **Substitutions:**

45.3.1   Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

45.3.2   Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

45.3.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

45.3.4   Two (2) years of work experience as a Data/Voice Communications Manager, Help Desk Manager, Systems Administrator Manager, LAN Administrator Supervisor may substitute for all of the required experience.

46.   LAN ADMINISTRATOR

Fulltime professional work experience in Network Installation and/or Network Configuration and Repair.

46.1   **Substitutions:**

46.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

46.1.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

46.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

46.1.4   Two (2) years of work experience as an Intermediate Network Engineer, Intermediate Help Desk Service Specialist (1BG2), Intermediate Systems Administrator, Associate LAN Administrator, Associate Network Engineer may substitute for the required experience.

47.   **LAN SUPPORT TECHNICIAN**

    47.1   Fulltime professional work experience in maintaining and supporting Local Area Networks (LAN) including:

        47.1.1   Troubleshooting and repair of hardware;
        47.1.2   Computer systems and peripherals;
        47.1.3   Workstation software; and
        47.1.4   Maintaining user accounts.

    47.2   **Substitutions:**

        47.2.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

        47.2.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of one (1) year.

        47.2.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

        47.2.4   One (1) year of work experience as an Associate Network Engineer, Associate LAN Administrator, Senior Help Desk Coordinator, Associate Systems Administrator may substitute for all of the required experience.

48.   **LINUX SYSTEM ADMINISTRATOR**

    48.1   **General**

        48.1.1   The Linux System Administrator position will provide a high level of technical support for Linux system hardware, operating system and system software.

        48.1.2   Assist with network administration functions and assure adequate connectivity to the network.

    48.2   **Activities:**

        48.2.1   Handle server/software installations, upgrades, configuration and administration of the Linux 64-bit cluster systems.

        48.2.2   Monitor analyze and tune system for performance including capacity planning.

        48.2.3   Coordinate service level management and hardware maintenance/installation.

        48.2.4   Troubleshoot hardware, software and network issues. Determine areas requiring maintenance, repairs and upgrades.

    48.3   **Pre-Requisites:**

        48.3.1   A minimum of five (5) years of experience with providing system administration in a Linux large scale enterprise environment is required.

48.3.2   In-depth working knowledge and experience with the Linux operating system is required.

48.3.3   Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within a VMware based architecture.

48.3.4   Experience with Linux Cluster Services.

48.3.5   Experience with Puppet Enterprise solutions.

48.3.6   Experience with enterprise monitoring tools.

48.3.7   Experience with enterprise logging and log analysis tools.

48.3.8   Strong Shell scripting experience is required.

48.3.9   Experience with network protocols (ICMP, IGMP, UDP, TCP) is required.

48.3.10   Working knowledge of Yum and RPM patching methodology.

48.3.11   Experience with server backup and recovery tools; TSM is preferred.

48.3.12   Working knowledge of Brocade fiber switches.

48.3.13   Working knowledge and experience with IBM SAN attached storage is required.

48.3.14   Working knowledge and experience with IBM's SRDF replication technology is required.

48.3.15   Experience with large-scale Oracle / PeopleSoft 9.1 or higher environments is preferred.

49.   MICROSOFT SPECIALTY PRINCIPAL CONSULTANT

49.1   Fulltime professional work experience as a Microsoft Principal Consultant.

49.2   The Microsoft Specialty Principle Consultant is responsible for business process consulting and solution design for the deployment of Microsoft Technology Solutions.

49.3   **Substitutions:**

49.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

49.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

49.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

49.3.4   Two (2) years of work experience as a Microsoft Specialty Technician, Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

50.   **MICROSOFT SPECIALTY TECHNICIAN**

50.1   Fulltime professional work experience as a technical specialist supporting Microsoft Products.

50.2   The Technical Specialist has an overall knowledge and understanding of technology that serves as a strong base for technical support of a specific product.

50.3   **Substitutions:**

50.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

50.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

50.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

50.3.4   Two (2) years of work experience as a Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

51.   **MOBILE SPECIALIST**

51.1   Fulltime professional work experience as a technical specialist supporting mobile products.

51.2   The Mobile Specialist has an overall knowledge and understanding of technology that serves as a strong base for technical support of a specific product or program.

51.3   **Substitutions:**

51.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

51.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

51.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

51.3.4   Two (2) years of work experience as a Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

52.   NETWORK ENGINEER

52.1   Oversees the installation, configuration and ongoing maintenance of networked information systems.

52.2   Uses knowledge of LAN/WAN systems to help design and install internal and external networks.

52.3   Tests and evaluates network systems to eliminate problems and make improvements.

52.4   Relies on established guidelines and instructions to perform daily job functions.

52.5   Works under immediate supervision and usually reports to a supervisor.

52.6   Requires a bachelor's degree in area of specialty and zero (0) to two (2) years of relevant experience.

52.7   Fulltime professional work experience in Network Communication, Network Design and/or Configuration Management.

52.8   Substitutions:

52.8.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

52.8.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

52.8.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

52.8.4   Two (2) years of work experience as a Senior LAN Administrator, Senior Help Desk Service Specialist, Senior Systems Administrator, Intermediate Network Engineer, Intermediate LAN Administrator, Intermediate Help Desk Service Specialist, Intermediate Systems Administrator may substitute for the required experience.

53.   ORACLE POLICY AUTOMATION FUNCTIONAL CONSULTANT

The Oracle Policy Automation Functional Consultant will assist with the implementation and support of the Oracle Policy Automation product within Oracle / PeopleSoft's suite of products.

53.1   Activities:

53.1.1   Analyze policy, statutory and contract language; work with functional teams and business owners for interpretations.

53.1.2   Transform legislation, contracts and policies into natural language rules and rule bases.

53.1.3   Develop and unit test Oracle Policy Automation (OPA) rules to meet business requirements.

53.1.4   Work with other functional and technical team members to ensure the configuration and custom components meet application requirements and performance goals.

53.1.5   Participate in code reviews and peer reviews.

53.1.6 Correct defects identified in testing.

53.1.7 Upgrade and test OPA rules to comply with software and/or hardware upgrades.

53.1.8 Document online configuration updates to facilitate maintenance.

53.2 **Pre-Requisites:**

53.2.1 Experience developing and testing rules using OPA.

53.2.2 Experience in using OPA in the Enterprise Resource Planning (ERP) government sector.

53.2.3 Experience in developing OPA rules to integrate with the Oracle / PeopleSoft HCM and/or Financials applications.

53.2.4 Experience with establishment and support of OPA communication via web services.

53.2.5 Demonstrated expertise of Oracle OPA version 10.4.5 or higher is required.

53.2.6 Demonstrated expertise of Oracle OPA integration with Oracle / PeopleSoft is required.

53.2.7 Ability to transfer knowledge and training for Oracle OPA is required.

53.2.8 Strong verbal and written communication and facilitation skills are also required.

53.2.9 Knowledge of best practices for Oracle OPA.

54. **ORACLE UPK TECHNICAL ADMINISTRATOR**

Oracle User Productivity Kit (UPK) Technical Administrators will be responsible for designing and developing reports, pages and or customized documents in UPK.

54.1 **Activities:**

54.1.1 Design and develop specific reports to be used for monitoring and usage.

54.1.2 Design and develop templates.

54.1.3 Design and develop customizations within UPK version 11.1 or higher.

54.1.4 Test UPK content on supported browser platforms.

54.1.5 Research UPK related issues and review Oracle fixes and patch recommendations.

54.1.6 Deploy UPK client software to developers.

54.1.7 Review current structure and technical environments and make recommendations for improvement.

54.2 **Pre-Requisites:**

54.2.1 Experience developing and delivering reports from UPK.

54.2.2   Experience in developing and delivering customizations for Oracle UPK 11.1 or higher.

54.2.3   Demonstrated expertise of Oracle UPK version 11.1 or higher is required.

54.2.4   Ability to transfer knowledge and training for Oracle UPK version 11.1 or higher is required.

54.2.5   Strong communication and facilitation skills are required.

54.2.6   Knowledge of best practices for Oracle UPK.

55. ORACLE / PEOPLESOFT ADMINISTRATOR

55.1 General

55.1.1   The Oracle / PeopleSoft Administrator will be responsible for configuration, administration, maintenance, tuning and troubleshooting of all Oracle / PeopleSoft technical components across web, application, database, reporting and file servers across all Oracle / PeopleSoft environments.

55.1.2   Responsible for applying Oracle / PeopleSoft and associated software patches, updates and fixes as necessary. Perform and provide support for object compares and code migrations.

55.2 Activities:

55.2.1   Perform Oracle / PeopleSoft administration related to upgrades, applying fixes/patches and migrations for multiple environments.

55.2.2   Provide technical support with application problem diagnosis, web and application server administration and security administration.

55.2.3   Provide technical support of PeopleTools, PS Query, nVision and similar tools.

55.2.4   Research patches and fixes on Oracle Support with recommendations to the application development teams.

55.2.5   Perform and provide support for object compares and code migrations.

55.2.6   Provide guidance and instruction to personnel to assure they can assume support for Oracle / PeopleSoft administration.

55.3 Pre-Requisites:

55.3.1   Oracle / PeopleSoft administration experience supporting an Oracle / PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environment is required. Most recent experience should include implementing and supporting at least one (1) of the following Oracle / PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).

55.3.2   Experience maintaining multiple versions of PeopleTools and Oracle / PeopleSoft applications is required.

55.3.3   Broad working knowledge of Oracle / PeopleSoft products and tools and related technologies.

55.3.4   Experience with Linux and Windows 2008 environments is required.

55.3.5   Experience with setup, configuration and tuning of application servers, process schedulers and web servers.

55.3.6   Experience with applying Oracle / PeopleSoft patches/ fixes using PeopleSoft Update Manager (PUM).

55.3.7   Experience with migrating Oracle / PeopleSoft and file objects through development environments to production.

55.3.8   Research and analyze patches and fixes on Oracle's Support website. Download fixes as needed.

55.3.9   Ability to develop and document standards and procedures.

55.3.10   Strong analytical thinking and structured problem solving.

55.3.11   Solid organizational, time and task management skills.

55.3.12   Strong multitasking skills.

55.3.13   Ability to debug complex infrastructure, application and database-related issues is required.

55.3.14   Experience with Quest Stat or other third-party migration change control tool is preferred.

55.3.15   Experience with Ascential is preferred.

55.3.16   Experience with Cybermation or other third-party scheduling tool is preferred.

56.   ORACLE / PEOPLESOFT CUSTOMER EXPERIENCE CONSULTANT

56.1   Fulltime professional work experience as an Oracle / Peoplesoft Customer Experience Consultant.

56.2   The Oracle / Peoplesoft Customer Experience Consultant is responsible for supporting Tier 1 and Tier 2 end user support requests.

56.3   **Substitutions:**

56.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

56.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

56.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

56.3.4　　Two (2) years of work experience as a Support Analyst, Helpdesk Analyst, Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

57.　ORACLE / PEOPLESOFT DATABASE ADMINISTRATOR (DBA)

The DBA must be able to work independently to provide all aspects of Oracle Database Administration.

57.1　Activities:

57.1.1　　The Oracle DBA will create, configure, monitor and administer the Oracle database environment.

57.1.2　　Responsible for Oracle database design and support.

57.1.3　　Perform capacity planning activities as related to database storage.

57.1.4　　Assist in database performance monitoring, tuning and optimization.

57.1.5　　Suggest and implement departmental standards and procedures for database administration.

57.1.6　　Work with database vendors and external support on issues such as upgrades, technical problems and solutions.

57.1.7　　Install and configure Oracle software and identify, perform and maintain software release levels, database patches and fixes as needed. Assist with database upgrades as needed.

57.1.8　　Develop, test and implement backup and recovery strategy.

57.1.9　　Follow change control and application deployment and access control procedures.

57.1.10　　Develop database monitoring procedures and utilities.

57.1.11　　Coordinate with other DBA team members on infrastructure enhancement or large development projects.

57.2　Pre-Requisites:

57.2.1　　Oracle DBA experience in all phases of Oracle / PeopleSoft DBA support and Oracle / PeopleSoft release upgrades.

57.2.2　　Oracle DBA experience in an 8.54 or higher environment is required. Most recent experience should include at least one (1) of the following: Oracle / PeopleSoft 9.1 or higher and PeopleTools 8.54 or higher environments (HCM 9.2+, Financials 9.1+, EPM 9.1+).

57.2.3　　Experience supporting Oracle Exadata is preferred.

57.2.4　　Experience with Oracle 11g RAC, ASM and DataGuard is required.

57.2.5　　Experience with Oracle 12c is preferred.

57.2.6　　Experience with partitioning and advanced compression is preferred.

57.2.7 Must be able to perform database backup and recovery, exports, imports, cloning, database refreshes, database monitoring, performance tuning.

57.2.8 In-depth knowledge of Oracle databases and strong system level (Linux) and infrastructure (EMC or IBM SAN attached storage/RAID configuration, etc.) understanding.

57.2.9 Proficient in UNIX scripting.

57.2.10 Experience in resolving software integration problems.

57.2.11 Excellent analytical ability, strong consultative and communication skills.

58. ORACLE / PEOPLESOFT EPM BUSINESS INTELLIGENCE (BI) ANALYST

The Oracle / PeopleSoft Enterprise Performance Management (EPM) BI Analyst will play an intermediary role between the technical and business functions assisting in the definition and implementation of a BI solution in Oracle / PeopleSoft EPM.

58.1 Activities:

58.1.1 Create business specification documentation from the business requirements and produce flowcharts and related visual aids to clarify business understanding.

58.1.2 Conduct workshops and Joint Application Design (JAD) sessions for determining the business requirements.

58.1.3 Define and document user requirements for BI and analytics.

58.1.4 Coordinate the planning, designing, configuring and implementing of a BI solution across functional and technical team areas.

58.1.5 Write data queries, analyze data model relationships.

58.1.6 Create end-user reports and dashboards.

58.1.7 Participate in the design of BI security.

58.1.8 Troubleshoot BI tools, metadata, query and data issues.

58.1.9 Assist developers with unit, integration and validation testing.

58.1.10 Participate in training and deployment of BI solution.

58.2 Pre-Requisites:

58.2.1 Experience in EPM Analytics, BI and data warehousing.

58.2.2 Two (2) years, hands-on experience with OBIEE (11g and higher) Answers, dashboards, scorecards and reports.

58.2.3 Experience working on a minimum of two (2) BI implementations.

58.2.4   Experience with Oracle / PeopleSoft EPM 9.1+ Foundation, OWS, OWE, and MDW.

58.2.5   Experience with Oracle BI applications is preferred.

58.2.6   Strong analytical, written and verbal communication, and interpersonal skills.

58.2.7   Ability to take initiative and ownership of project by working independently as well as in a team environment.

58.2.8   Strong interpersonal skills, planning and organizing skills, sound business acumen, and ability to work as part of a team.

58.2.9   High level of influence and credibility.

58.2.10   Strategic thinking ability, with an analytical approach to problem solving.

58.2.11   Effective communication skills, strong facilitation skills, a strong customer service focus.

58.2.12   Ability to anticipate and evaluate the impact of possible problem solutions prior to implementation.

59.   ORACLE / PEOPLESOFT EPM BUSINESS INTELLIGENCE ARCHITECT

The Oracle / PeopleSoft EPM BI Architect will be responsible for planning, designing and leading the development and implementation of a BI solution in Oracle / PeopleSoft EPM.

59.1   Activities:

59.1.1   Advise on key architectural decisions concerning the BI platform and supporting technologies, including ETL tools and solutions.

59.1.2   Perform requirements gathering on existing environments and document.

59.1.3   Provide detailed technical designs for BI solutions.

59.1.4   Analyze and develop enterprise technology BI solutions in Oracle / PeopleSoft EPM.

59.1.5   Participate in supporting the EPM and technical teams to ensure that the BI platform is operating efficiently and troubleshoot and resolve issues.

59.1.6   Oversee the installation and configuration of BI tools.

59.1.7   Participate in requirements gathering and definition.

59.1.8   Interpret delivered and design database models (ERDs) for BI solution; lead efforts for data modeling.

59.1.9   Provide BI technical guidance to Oracle / PeopleSoft EPM development and technical team members.

59.1.10   Work closely with executive management and other team leads on BI decision making and direction.

59.2   Pre-Requisites:

59.2.1   Experience in development and support of BI applications.

59.2.2   Strong technical expertise on BI and data warehousing solutions.

59.2.3   Strong customer focus and commitment to customer satisfaction.

59.2.4   Strong understanding of data warehouse concepts.

59.2.5   Hands-on modeling experience for a minimum of two (2) BI implementations.

59.2.6   Experience with Oracle EPM Warehouse is preferred.

59.2.7   Experience with Oracle BI Applications is preferred.

59.2.8   Experience with Oracle Exadata/ Exalytics is preferred.

59.2.9   Experience with OBIEE 11g and Oracle / PeopleSoft PeopleTools V 8.5+ is preferred.

59.2.10   Experience with Oracle / PeopleSoft EPM Ascential Data Stage, V 7.5.2+; MDW Maps is preferred.

59.2.11   Strong SQL skills, strong written and communication skills, and networking concepts/skills.

60.   ORACLE / PEOPLESOFT EPM BUSINESS INTELLIGENCE (BI) DEVELOPER / ADMINISTRATOR

The Oracle / PeopleSoft EPM BI Developer/Administrator will be responsible for the installation, configuration, development and deployment of BI and supporting tools in EPM.

60.1   Activities:

60.1.1   Customize and develop RPD layers of BI (Physical, BMM and presentation layers), configuring metadata objects and Web catalog objects.

60.1.2   Design and configure multidimensional ERDs (star and snowflake) schemas; data model.

60.1.3   Interpret complex delivered multi-dimensional ETL maps.

60.1.4   Oversee and/or assist in the design and development of multi-dimensional ETL maps and views.

60.1.5   Performance tune ETL jobs, BI tools, sessions and queries.

60.1.6   Participate in installation/configuration of BI tools.

60.1.7   Participate in definition of security in Oracle / PeopleSoft EPM and BI tool.

60.1.8   Develop reports, dashboards, and hierarchies and implement security using OBIEE.

60.1.9   Develop and test application messages, spreadsheet uploads, automated interface processes and tree imports/exports.

60.1.10   Write SQL scripts and views.

60.1.11   Manage BI sessions, web browser, BI server and query cache.

60.1.12   Troubleshoot and resolve system and data issues.

60.1.13   Conduct unit, integration and user acceptance testing.

60.1.14   Participate in build out and test of Cybermation batch schedule.

60.1.15   Participate in deployment of BI Solution.

60.1.16   Monitor, troubleshoot and resolve production support issues.

60.2   Pre-Requisites:

60.2.1   Experience in dimensional data modeling and data profiling experience for data warehouse development.

60.2.2   Experience with Enterprise data warehouse architecture and/ or design.

60.2.3   Experience in ETL development and system analysis.

60.2.4   Experience with Oracle / PeopleSoft Enterprise 9.1+.

60.2.5   Experience PTools 8.54 or higher.

60.2.6   Multi-module experience preferred.

61.   ORACLE / PEOPLESOFT EPM TECHNICAL ANALYST

The Oracle / PeopleSoft EPM Technical Analyst will be responsible for design, development and test modifications to optimize the Oracle / PeopleSoft EPM data staging, reporting, analytics and BI environments and troubleshooting production issues.

61.1   Activities:

61.1.1   Analysis, development and maintenance of staging/reporting/ view tables, ETL maps and public queries in the Oracle / PeopleSoft EPM OWS, OWE and MDW or Oracle Business Intelligence (BI) Applications.

61.1.2   Develop, maintain and process XLS, XML and CSV FTP files for in/outbound interfacing.

61.1.3   Develop Cybermation batch job control scripts.

61.1.4   Develop and performance tune SQL statements.

61.1.5   Troubleshoot EPM production issues.

61.1.6   Analyze and install Oracle / PeopleSoft updates, fixes and bundles.

61.1.7   Participate in installation and configuration of BI technology.

61.1.8   Participate in implementation of EPM business intelligence and analytical reporting.

61.1.9   Perform conversion of historical data to retire legacy information systems.

61.1.10   Develop reporting approach to provide access to information from retired systems.

61.1.11   Work with developers to determine optimal ETL, PS Query and batch performance.

61.2   Pre-Requisites:

61.2.1   Experience working with Oracle / PeopleSoft EPM 9.1 is required.

61.2.2   Experience working with PeopleTools 8.54 or higher.

61.2.3   Strong ETL experience in Ascential 7.5.2 or higher is required.

61.2.4   Advanced PL/SQL skills are required.

61.2.5   Analytical problem solving, and excellent written/oral communication skills are also required.

61.2.6   Experience with Oracle Data Integrator (ODI) is preferred.

61.2.7   Experience developing EPM business intelligence and analytical reporting.

61.2.8   Experience with OBIEE is preferred.

61.2.9   Experience with PilotFish is preferred.

61.2.10   Experience with Ascential DataStage ETL or ODI is preferred.

61.2.11   Experience with EPM Oracle / PeopleSoft Analytics is preferred.

62.   ORACLE / PEOPLESOFT FINANCIAL (FIN / SCM / ESA) DEVELOPER

The Oracle / PeopleSoft Financial Developer will be responsible for the design, development, enhancements and implementation of Oracle / PeopleSoft financial applications; Enterprise Service Automation (ESA), Supply Chain Management (SCM).

62.1   Activities:

62.1.1   Perform design, development and modifications to Oracle / PeopleSoft pages, SQR's, PeopleCode, nVision and Crystal reports.

62.1.2   Develop interfaces between Oracle / PeopleSoft and customer sub-systems.

62.1.3   Unit test and implement new Oracle / PeopleSoft solutions.

62.1.4   Perform analysis and trouble shoot production problems.

62.1.5   Document the software in a manner that it can be interpreted, maintained and enhanced by others.

62.1.6   Provide guidance and instruction to assure they can assume support and maintenance of Oracle / PeopleSoft Financial applications.

62.2   Pre-Requisites:

62.2.1   Oracle / PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship management applications v9.1 or higher development experience is required, at least one (1) year must include experience developing general and detail design specifications.

62.2.2   Extensive development experience with three (3) or more of the following is required: PeopleTools, PeopleCode, SQR, PS Query, Component Interface, AppEngine, nVision and SQL.

62.2.3   Experience in Java is preferred.

62.2.4   Development experience in COBOL may be required depending on the assignment.

62.2.5   Analytical problem solving, and excellent written/oral communication skills are also required.

62.2.6   Detailed functional knowledge of Oracle / PeopleSoft Financial, Supply Chain Modules and Functions.

62.2.7   Development experience with PeopleTools version 8.54 or higher is required.

62.2.8   Experience and knowledge of PeopleSoft Test Framework.

62.2.9   Experience developing interfaces between Oracle / PeopleSoft and customer subsystems is preferred.

62.2.10   Experience mapping customer legacy data elements to Oracle / PeopleSoft data elements is preferred.

62.2.11   Experience in applying images, bundles, patches and maintenance packs is preferred.

62.2.12   Oracle / PeopleSoft Certification is preferred.

63.   ORACLE / PEOPLESOFT FINANCIAL (FIN / SCM / ESA) FUNCTIONAL CONSULTANT

The Oracle / PeopleSoft Financial Functional Consultant will assist with the implementation of new Oracle / PeopleSoft modules, functionality, or enhancements, or the support of modules or functionality already in production.

63.1   Activities:

63.1.1   Perform analysis, planning, and requirements definition for implementation of new functionality.

63.1.2   Perform functional modeling and develop functional architectures to meet new requirements.

63.1.3   Perform process improvement reviews including system functionality, operations, logistics and personnel.

63.1.4   Map business process activities to the functionality of the system that supports them.

63.1.5   Validate that the application meets overall business process needs and work with process owners to resolve any issues.

63.1.6   Define the flow of data between the processes that must be integrated.

63.1.7   Facilitate requirements gathering and user design sessions.

63.1.8   Work closely with application designers in completing designs for enhancements.

63.1.9   Design reports as required for financial users.

63.1.10   Participate in testing of new functionality and enhancements, including end-to-end testing of new processes and system integration testing.

63.1.11   Assist the team leads in defining the approach, staffing, responsibilities, and schedule for system enhancements.

63.1.12   Identify cross-team issues and coordinate issue resolution.

63.2   **Pre-Requisites:**

63.2.1   Experience in functional experience in Oracle / PeopleSoft Financials, Enterprise Services, Supply Chain and Supplier Relationship Management v9.1/9.2 or higher environment.

63.2.2   Experience and knowledge of two (2) or more Oracle / PeopleSoft modules and functions.

63.2.3   Must have experience in full life cycle implementations (design, build, configuration, test, implement).

63.2.4   Ability to transform customer requirements into a workable design at the functional and/or technical levels.

63.2.5   Ability to identify, provide clarification, and resolve issues and risks, and escalating them as needed.

63.2.6   Experience and knowledge of PeopleSoft Test Framework preferred.

63.2.7   State governmental experience preferred.

63.2.8   Excellent communications, interpersonal, project planning and issue resolution skills.

63.2.9   Ability to review project deliverables for completeness, quality, and compliance with established project standards.

64.   **ORACLE / PEOPLESOFT HRMS FUNCTIONAL CONSULTANT**

64.1   Fulltime professional work experience as an Oracle / Peoplesoft Human Resources Management System (HRMS)Functional Consultant.

64.2   The Oracle / Peoplesoft HRMS Functional Consultant has an overall knowledge and understanding of Oracle / PeopleSoft's HRMS product and support the development of business requirements and design of HRMS solutions.

64.3   Substitutions:

64.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

64.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

64.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

64.3.4   Two (2) years of work experience as an Oracle Functional Consultant, Human Resources Technology Consultant, Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

65.   ORACLE / PEOPLESOFT HUMAN RESOURCE DEVELOPER

The Oracle / PeopleSoft Human Resources Developer will be responsible for the design, development, enhancements and implementation of Oracle / PeopleSoft HRMS.

65.1   Activities:

65.1.1   Perform design, development and modifications to Oracle / PeopleSoft pages, SQR's, PeopleCode, nVision and Crystal reports.

65.1.2   Develop interfaces between Oracle / PeopleSoft and customer sub-systems.

65.1.3   Unit test and implement new Oracle / PeopleSoft solutions.

65.1.4   Perform analysis and troubleshoot production problems.

65.1.5   Document the software in a manner that it can be interpreted, maintained and enhanced by others.

65.1.6   Provide guidance and instruction to assure the State can assume support and maintenance of Oracle / PeopleSoft HRMS applications.

65.2   Pre-Requisites:

65.2.1   Oracle / PeopleSoft HRMS, Enterprise Services, applications v9.1 or higher development experience is required, at least one (1) year must include experience developing general and detail design specifications.

65.2.2   Extensive development experience with three (3) or more of the following is required: PeopleTools, PeopleCode, SQR, PS Query, Component Interface, AppEngine, nVision and SQL.

65.2.3   Experience in Java is preferred.

65.2.4   Development experience in COBOL maybe required depending on the assignment.

65.2.5   Analytical problem solving, and excellent written/ oral communication skills are also required.

65.2.6   Functional knowledge of Oracle / PeopleSoft HRMS.

65.2.7   Development experience with PeopleTools version 8.54 or higher is required.

65.2.8   Experience and knowledge of PeopleSoft Test Framework.

65.2.9   Experience developing interfaces between Oracle / PeopleSoft and customer subsystems is preferred.

65.2.10 Experience mapping customer legacy data elements to Oracle / PeopleSoft data elements is preferred.

65.2.11 Experience in applying images, bundles, patches and maintenance packs is preferred.

65.2.12 Oracle / PeopleSoft Certification is preferred.

66.   ORACLE / PEOPLESOFT PROJECT MANAGER

The Oracle / PeopleSoft Project Manager will provide management of projects that are strategic to the State and typically have a high degree of complexity and executive focus.

66.1   Activities:

66.1.1   Define and document project scope and objectives, product/service deliverables in collaboration with customer.

66.1.2   Work closely with customers to collect and document business, functional, technical requirements and constraints.

66.1.3   Identify and document performance criteria.

66.1.4   Identify, estimate, and document key resource requirements.

66.1.5   Work with the State to create a budget baseline and consistently monitor and communicate variances during the course of the project.

66.1.6   Work with various teams to create a baseline project schedule, identifying milestones throughout the project and reporting status to executive management.

66.1.7   Develop and manage comprehensive project plans.

66.1.8   Monitor and control project schedule, scope, quality and costs.

66.1.9   Conduct business process review and fit/gap analysis, and present delta functionality.

66.1.10 Facilitation of project meetings and work sessions and keep track of issues and major issue resolutions.

66.1.11 Performance of detail risk analysis and mitigation strategies.

66.1.12 Guide the design and architecture of Oracle / PeopleSoft solution.

66.1.13   Manage the activities of the functional, technical and user agency personnel in the completion of work plan tasks.

66.1.14   Lead project team to successfully deliver on time on cost project objectives.

66.2   Pre-Requisites:

66.2.1   Experience in project management experience with regard to customization and implementation of Oracle / PeopleSoft technologies.

66.2.2   Experience in all phases of project implementation lifecycle.

66.2.3   Knowledge of software implementation methodology.

66.2.4   Ability to negotiate consensus among diverse groups.

66.2.5   Excellent time management skills with demonstrated experience in managing project teams.

66.2.6   Detail orientation with strong organization skills.

66.2.7   Experience with Microsoft Enterprise Project is preferred.

66.2.8   Experience leading an Oracle / PeopleSoft module implementation or major upgrade may be required.

66.2.9   Experience leading an upgrade / implementation for Oracle / PeopleSoft Enterprise Performance Management may be required.

67.   ORACLE / PEOPLESOFT SECURITY ANALYST / ENGINEER

The Oracle / PeopleSoft Security Analyst/Engineer will be responsible for the evaluation, analysis and design of Oracle / PeopleSoft Security configuration and processes across the Oracle / Peoplesoft ERP.

67.1   Activities:

67.1.1   Conduct review and analysis of existing Oracle / PeopleSoft security configuration, practices and procedures across HCM, CRM, Financials, EPM and Portal applications.

67.1.2   Use knowledge of Oracle / PeopleSoft Security to maximize features and functionality.

67.1.3   Work with project and security teams to define and communicate Oracle / PeopleSoft Security strategies across HCM, CRM, Financials, EPM and Portal.

67.1.4   Make recommendations to improve, streamline and automate Oracle / PeopleSoft Security.

67.1.5   Document Oracle / PeopleSoft Security recommendations and approach.

67.1.6   Configure / develop Oracle / PeopleSoft Security objects.

67.1.7   Implement, test, troubleshoot and document security strategies.

67.1.8   Administer Oracle / PeopleSoft Security in all applications using Online Application and PeopleTools.

67.1.9   Document Oracle / PeopleSoft Security in a manner that it can be interpreted, maintained and enhanced by others.

67.1.10   Provide guidance and instruction to personnel to assure they can assume support and maintenance for Oracle / PeopleSoft security across all applications.

67.1.11   Provide knowledge and advise best practices around Oracle / PeopleSoft user and applications security.

67.2   Pre-Requisites:

67.2.1   Experience supporting Oracle / PeopleSoft applications, minimum three (3) years must include working in Oracle / PeopleSoft Security Administration in Oracle / PeopleSoft modules including Portal Administration.

67.2.2   Experience working on one (1) or more Oracle / PeopleSoft implementations is required.

67.2.3   Experience utilizing SQL in Oracle to audit or correct security issues within an integrated Portal / HCM / Finance and EPM environment utilizing Application messaging to synchronize users within the different environments, including creating queries to assist with proactive maintenance with a large scale multi database production environment.

67.2.4   Strong background in implementing and upgrading Oracle / PeopleSoft environments with respect to the testing methodologies and working with development teams to regression test system environments prior to go live.

67.2.5   Experience working with the creation and migration of security projects to work in conjunction with the implementation of new releases by the respective development teams within the test and production environments.

67.2.6   Development experience with PeopleTools, PeopleCode, SQR, Integration Broker, AppMessaging, AppEngine, Component Interface and SQL is required.

67.2.7   Analytical problem solving, and excellent written/oral communication skills are also required.

67.2.8   Detailed knowledge of Oracle / PeopleSoft security in Financials, HCM and portal integration is required.

67.2.9   Experience with Oracle / PeopleSoft version 8.54 or higher development toolsets is required as well as Oracle / PeopleSoft version 9.1 or higher.

67.2.10   Oracle / PeopleSoft certification is preferred.

68.   ORACLE / PEOPLESOFT SYSTEMS ANALYST / DESIGNER

The Oracle / PeopleSoft Systems Analyst / Designer will be responsible for translating functional requirements into general and detail design documents and working with the development team to complete application enhancements.

68.1 Activities:

68.1.1 Analysis of business system requirements and create the general and detailed design specifications, systems components, SQL select statements and testing scenarios.

68.1.2 Review and receive approval on general and detailed design with key stakeholders.

68.1.3 Executes tests and analyzes results. As part of the testing process, identifies, diagnoses and documents problems and errors in specific components of the systems.

68.1.4 Documents the software in a manner that it can be interpreted, maintained and enhanced by others.

68.1.5 Provide guidance and instruction to personnel to assure they can assume support and maintenance for Oracle / PeopleSoft Human Capital Management, Financial, Supply Chain, Supplier Relationship, Customer Relationship Management and Enterprise Services applications or the Oracle / PeopleSoft Enterprise Resources Planning data warehouse.

68.2 Pre-Requisites:

68.2.1 Experience supporting Oracle / PeopleSoft v9.1/9.2 or higher applications, minimum three (3) years must include requirements analysis, design and development of online and batch functionality.

68.2.2 Experience working on one (1) or more Oracle / PeopleSoft implementations is required.

68.2.3 Development experience with PeopleTools, PeopleCode, SQR, AppMessaging, AppEngine, Component Interface, XML Publisher, nVision, Test Framework and SQL is required.

68.2.4 Experience in Java is preferred.

68.2.5 Analytical problem solving, and excellent written / oral communication skills are also required.

68.2.6 Detailed knowledge of Oracle / PeopleSoft v9.1/9.2 or higher Financials and / or HCM modules and module integration is required.

68.2.7 Experience with Oracle / PeopleSoft version 8.54 or higher development toolsets is required.

68.2.8 Experience with Oracle / PeopleSoft EPM data warehouse and Ascential DataStage is preferred.

68.2.9 Experience developing interfaces between Oracle / PeopleSoft and customer subsystems is preferred.

68.2.10 Oracle / PeopleSoft certification is preferred.

69. ORACLE / PEOPLESOFT TECHNICAL ARCHITECT

The Technical Architect will be responsible for analysis, design, development and enhancement of the technical architecture and infrastructure to support implementation of Oracle / PeopleSoft.

69.1   Activities:

69.1.1   Participate in the design and ongoing development of the technical architecture and infrastructure for Oracle / PeopleSoft implementation.

69.1.2   Assist in capacity and resource planning of network and/or platform facilities.

69.1.3   Recommend and implement software, hardware and configuration changes to improve system performance.

69.1.4   Analyze and design security procedures to proactively ensure overall security of the PIA implementation.

69.1.5   Troubleshoot infrastructure to identify errors or deficiencies and make recommendations on possible solutions.

69.1.6   Review and analyze any reoccurring issues to identify possible problem triggers or best resolution tactics.

69.1.7   Make recommendations for changes to the architecture as needed and assist with its development and implementation.

69.1.8   Assist in the development of disaster recovery and restoration plans.

69.1.9   Mentor personnel on Oracle / PeopleSoft technical architecture and infrastructure requirements.

69.2   Pre-Requisites:

69.2.1   Experience in analysis, design, development and implementation of Oracle / PeopleSoft 9.1 or higher technical architecture and infrastructure is required. A minimum of one (1) year is required with experience in analysis, design, development and implementation of Oracle / PeopleSoft 9.2 technical architecture and infrastructure.

69.2.2   Experience in designing multi-platform distributed processing environments is required.

69.2.3   Experience with Linux, Exadata, Oracle 11g/12c and Windows 2008/2012 environments is preferred.

69.2.4   Experience with F5 LTM, ASM and APM configuration and support and their integration with Oracle / PeopleSoft is preferred.

69.2.5   Knowledge of the broader impact of Oracle / PeopleSoft HCM, Financials, and EPM across architectural system components and critical business processes and applications is preferred.

69.2.6   Experience with designing and implementation of a technical architecture and infrastructure to support Oracle / PeopleSoft EPM Business Analytics may also be preferred.

70.   ORACLE / PEOPLESOFT TESTING CONSULTANT

The Oracle / PeopleSoft Testing Consultant will assist with the implementation and support of automated regression testing to be used in conjunction with Oracle / PeopleSoft's suite of products.

70.1   **Activities:**

70.1.1   Analyze current scripts, testing strategies and methodologies and make recommendations.

70.1.2   Set up automated regression testing methodologies.

70.1.3   Develop and test the automated regression testing.

70.1.4   Set up testing plan incorporating manual and automated regression testing methodologies.

70.1.5   Transfer knowledge to functional staff on testing methodologies.

70.2   **Pre-Requisites:**

70.2.1   Experience developing automated regression testing.

70.2.2   Experience utilizing and configuring automated testing tools.

70.2.3   Experience with Oracle / PeopleSoft's Testing Framework and other automated testing tools.

70.2.4   Experience with Oracle Test Manager.

70.2.5   Experience with scripting and testing methodologies.

71.   **PEOPLESOFT FUNCTIONAL / TECHNICAL PLANNING & BUDGETING RESOURCE**

71.1   Fulltime professional work experience as a Peoplesoft Functional / Technical Planning & Budgeting Resource.

71.2   The Peoplesoft Functional / Technical Planning & Budgeting Resource has an overall knowledge and understanding of Oracle / PeopleSoft's product and supports the technical and financial planning of Peoplesoft implementations in a customer environment.

71.3   **Substitutions:**

71.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

71.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

71.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

71.3.4   Two (2) years of work experience as an Oracle Functional Consultant, Technology Consultant, Financial Analyst, Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

72.   PRODUCT SPECIALIST

72.1   Fulltime professional work experience as a technical specialist supporting a technology product.

72.2   The Product Specialist has an overall knowledge and understanding of desktop technologies and serves as a technical support of a specific product.

72.3   Substitutions:

72.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

72.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

72.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

72.3.4   Two (2) years of work experience as a Systems Analyst, Helpdesk Analyst, Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience

73.   PRODUCTION CONTROL MANAGER

Fulltime professional work experience in Information Technology.

73.1   Substitutions:

73.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Information Technology or a related area is required.

73.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

73.1.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

73.1.4   Two (2) years of work experience as a Senior Network Engineer, Senior LAN Administrator, Senior Help Desk Service Specialist, Senior Systems Administrator, Intermediate Network Engineer, Intermediate LAN Administrator, Intermediate Help Desk Service Specialist, Intermediate Systems Administrator may substitute for all of the required experience.

74.   PROGRAMMER

74.1   Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs.

74.2   Relies on established guidelines and instructions to perform daily job functions.

74.3   Works under immediate supervision.

74.4   Usually reports to a project leader or manager.

74.5   Advanced levels: Analyzes, designs, develops and tests various programming systems, including encoding, testing, debugging and documenting programs.

74.6   Relies on knowledge and professional discretion to achieve goals.

74.7   Significant ingenuity and flexibility are expected.

74.8   May require a bachelor's degree.

75.   PROJECT CONTROLLER

75.1   Individuals who are responsible for supporting a project manager or project sponsor in overseeing and/or reporting on the operational and financial health of one (1) or more projects.

75.2   An experienced project manager who is assigned to oversee the operational performance of the project, relative to key project performance metrics.

75.3   Maintain the project's financials, planning artifacts and deliverables, resource consumption and forecasting, status reporting and so on.

75.4   Individuals may also possess advanced business degrees such as an MBA or CPA, because the Controller focuses on a project's monitor and control processes (PMBOK 2008), their work helps free the project manager to focus on project execution.

76.   PROJECT / PROGRAM MANAGER

76.1   Individuals with successful project management experience limited to projects of small scope, limited risk and complexity and/or of short duration.

76.2   Individuals at this level will typically be assigned to manage projects under the direction of a State supervisor or manager.

76.3   Individuals with this level of experience are suitable for small State agency projects with clear, achievable outcomes, or an assignment as project support on larger projects.

76.4   Individuals at this level can also be used in the capacity of a Project Controller, provided that they can satisfy the basic requirements of that position.

76.5   Advanced level: Individuals with a mastery of project management skills, qualifications and experience.

76.6   Individuals shall function effectively with very little supervision, while maintaining a high professional standard.

76.7   Assigned to extremely complex and/or high-risk projects that reflect the highest priorities of the State.

76.8   Individuals are comfortable working with the highest levels of the State and are able to contribute to the furtherance of the States' objectives.

76.9   Individuals have the necessary skills and experience to assist in statewide project portfolio management and/or IT Investment Management.

77.   **QUALITY ASSURANCE ANALYST**

77.1   Fulltime professional work experience in Information Technology project development and/or Functional/Business Process Analyst work experience.

77.2   **Substitutions:**

77.2.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

77.2.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

77.2.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

77.2.4   Two (2) years of work experience as an Intermediate Business Systems Consultant and Associate Business Systems Consultant may substitute for the required experience.

78.   **QUALITY ASSURANCE MANAGER**

78.1   Individuals in this position have demonstrated experience in leading small to moderate sized testing teams.

78.2   The individual can understand the concepts of software quality assurance theory and practice.

78.3   Can formulate testing strategy and plans where none may exist previously.

78.4   Individuals should be able to communicate effectively with business and technical teams on testing activities and can assist developers with test-driven development.

79.   **STORAGE AREA NETWORK (SAN) ADMINISTRATOR**

79.1   The SAN Administrator will be responsible for administering, configuring, maintaining, monitoring, upgrading, supporting, documenting and implementing the shared Storage/SAN arrays and fabrics in a shared Linux and Windows environment.

79.2   Design, configure, implement, maintain and support all SAN hardware, software and supporting fabric.

79.3   Support and maintain SRDF replication.

79.4   SAN implementation and storage provisioning/LUN allocation, zoning and LUN masking.

79.5   SAN capacity and performance monitoring/trending; disk growth.

79.6   Create and distribute utilization, capacity, trending and analysis reports.

79.7   Monitor and track health of SAN and storage infrastructure.

79.8   Provide detailed troubleshooting of SAN and storage device status to ensure support for critical services.

79.9   Perform hardware/software upgrades in conjunction with vendor staff.

79.10   Provide backup software configuration support.

79.11   Ability to develop, maintain and enhance scripted solutions.

79.12   Experience in an IBM SAN environment; enterprise or comparable class hardware and software products.

79.13   Experience with Storage Area Networks; FC switches, FC HBAs, SAN and NAS protocols.

79.14   Experience with IBM's SAN management/configuration tools.

79.15   Experience with IBM's SAN management monitoring tools, automated storage problem detection / notification / resolution.

79.16   Solid experience with SRDF replication technology.

79.17   Strong shell scripting experience.

80.   **SENIOR QUALITY ASSURANCE ANALYST**

Fulltime professional work experience in Information Technology project development and/or Functional/Business Process Analyst work experience.

80.1   Substitutions:

80.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

80.1.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

80.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

80.1.4   Two (2) years of work experience as an Intermediate Business Systems Consultant and Associate Business Systems Consultant may substitute for the required experience.

81.   **SENIOR QUALITY ASSURANCE MANAGER**

81.1   Individuals in this position have demonstrated experience in leading small to moderate sized testing teams.

81.2   Individuals in this position understand the concepts of software quality assurance theory and practice.

81.3   Individuals can formulate testing strategy and plans where none previously exist.

81.4   Individuals in this position can communicate effectively with business and technical teams on testing activities and can assist developers with test-driven development.

82.   **SOFTWARE ENGINEER**

82.1   Creates and designs new software by analyzing, testing, assessing and implementing programming applications.

82.2   Supports and installs applications and operating system.

82.3   Assists in the testing process by conducting reviews and analysis, witnessing tests and participating in software certification.

82.4   Relies on established guidelines and instructions to perform daily job functions.

82.5   Advanced levels: Creates and designs new software by analyzing, testing, assessing and implementing programming applications.

82.6   Supports and installs applications and operating system.

82.7   Assists in the testing process by conducting review and analysis, witnessing tests and participating in software certification.

82.8   Relies on extensive knowledge and professional discretion to achieve goals.

82.9   May offer consultation to senior leadership and is considered the top level in this field.

82.10   Reports to an executive.

82.11   Manages others.

82.12   Significant ingenuity and flexibility are expected.

82.13   Requires a bachelor's degree in a related area.

83.   **SOFTWARE PROCESS ENGINEER**

Fulltime professional work experience as a Software Process Engineer responsible for the design, development and maintenance of software processes.

83.1   **Substitutions:**

83.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

83.1.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

83.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

83.1.4   Two (2) years of work experience as a Software Engineer, Software Architect, Functional Architect, Application Developer, Programmer Analyst, Business Analyst and/or Configuration Management Specialist may substitute for the required experience.

84.   SOLUTION ARCHITECT

84.1   Individuals in this position have achieved a mastery level of experience that includes the capabilities of Software Engineers 1, 2 and 3 and who have the knowledge, skills, education and prior experience that involve the full and complete design of multiple software solutions.

84.2   Able to clearly communicate and document designs both at a logical and physical level and work with other State IT organizations as needed.

84.3   Helps the Client Agency ensure that information technology solutions align with the State's business goals.

84.4   Ability to assist the State's IT and business leadership formulate tactical and strategic IT plans.

85.   SYSTEM ENGINEER

85.1   Troubleshooting, repair, construction and/or support of hardware, networking, and software systems.

85.2   Knowledge of commonly used concepts, practices, and procedures.

85.3   Experience with one (1) or more commercial infrastructure products.

85.4   Tactical and strategic technology planning.

85.5   May have advanced subject matter expertise in one (1) or more commercial infrastructure products.

85.6   Has advanced knowledge of concepts, practices, and procedures and able to assist the State in improving its practices.

85.7   Able to complete assignments and exercise a certain degree of creativity and latitude when unexpected situations arise.

85.8   Expected to assist with tactical and strategic technology planning.

86.   SYSTEM SPECIALIST

86.1   Fulltime professional work experience as a System Specialist supporting software products.

86.2   The Systems Specialist has an overall knowledge and understanding of technology that serves as a strong base for technical support of a specific software product.

86.3   **Substitutions:**

86.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

86.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

86.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

86.3.4   Two (2) years of work experience as a Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

87.   SYSTEMS ADMINISTRATOR

87.1   Pre-Requisites:

87.1.1   Fulltime professional work experience in Information Technology.

87.1.2   May require a bachelor's degree in a related area

87.2   Substitutions:

87.2.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

87.2.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

87.2.3   Successful completion of an Information Technology Certification program, may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

87.2.4   Two (2) years of work experience as a Senior Network Engineer, Senior LAN Administrator, Senior Help Desk Service Specialist, Intermediate Systems Administrator, Intermediate Network Engineer, Intermediate LAN Administrator and Intermediate Help Desk Service Specialist may substitute for the required experience.

87.3   Activities:

87.3.1   Maintains and operates computer systems or networks.

87.3.2   Installs, supports and manages servers and resolves issues as needed.

87.3.3   Installs patches and performs system backups and recovery.

87.3.4   Monitors system configuration and maintains data files.

87.3.5   Relies on limited knowledge and professional discretion to achieve goals.

87.3.6   Works under general supervision and usually reports to a project leader or manager, though some ingenuity and flexibility is required.

88.   **SYSTEMS ADMINISTRATOR MANAGER**

Minimum one (1) year of experience must be in an Administrative, Managerial, or Supervisory capacity.

88.1   **Substitutions:**

88.1.1   Accredited college training may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of four (4) years. Information Technology or a related area is required.

88.1.2   Accredited graduate training in the above area may substitute for the required work experience, except for the supervisory experience, with a maximum substitution of two (2) years.

88.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

88.1.4   Two (2) years of work experience as a Data/Voice Communications Manager, LAN Administrator Manager, Help Desk Manager, LAN Administrator Supervisor, Senior Systems Administrator, Senior Network Engineer, Senior LAN Administrator and Senior Help Desk Service Specialist may substitute for all of the required experience.

89.   **Team Lead**

Fulltime professional Information Technology work experience in coordinating and delegating the responsibilities of Information Technology teams.

89.1   **Substitutions:**

89.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

89.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

89.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

89.1.4   Two (2) years of work experience as Program Coordinator, Project Manager, Business Analyst, and/or Testing Manager may substitute for the required experience.

90.   **Technical Architect**

Fulltime professional work experience as an architect designing technical solutions for IT infrastructure.

90.1   **Substitutions:**

90.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

90.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

90.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

90.1.4   Two (2) years of work experience as a Network Engineer, Network Architect, Solution Architect, Functional Architect, Enterprise Architect, Client Technology Specialist, Enterprise Architect, Database Architect and/or Data Warehouse Architect may substitute for the required experience.

91.   Technical Specialist

91.1   Fulltime professional work experience as a technical specialist supporting desktop systems.

91.2   The Technical Specialist has an overall knowledge and understanding of technology that serves as a strong base for technical support of a specific desktop technology.

91.3   **Substitutions:**

91.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

91.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

91.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

91.3.4   Two (2) years of work experience as a Help Desk Analyst, Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

92.   TECHNICAL WRITER

92.1   Writes, edits and packages a variety of technical documents, including proposals, articles, brochures, reports and manuals.

92.2   Relies on established guidelines and instructions to perform daily job functions.

92.3   Works under immediate supervision and usually reports to a supervisor.

92.4   Individual with demonstrated experience in developing and maintaining technical documentation, requirements analysis, business process models, architecture diagrams.

92.5   Exceptionally proficient in the use of Microsoft Office, including Microsoft Visio.

92.6   Ability to perform technical, research, and has solid analytical, interpersonal, written, and oral communication skills.

92.7 Individuals in this position may also possess other related skills, such as proficiency in the use of software team collaboration environments, such as IBM Rational Jazz or Microsoft's Team Architect.

93. TELECOM ENGINEER

Oversees the design, installation, configuration and troubleshooting of telecommunication systems.

93.1 Substitutions:

93.1.1 Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

93.1.2 Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

93.1.3 Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

93.1.4 Two (2) years of work experience as a Telecommunications Technician, Systems Engineer, System Analyst, and/or IT Technician may substitute for the required experience.

94. TESTER

Fulltime professional work experience as a manual tester of software applications.

94.1 Substitutions:

94.1.1 Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

94.1.2 Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

94.1.3 Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

94.1.4 Two (2) years of work experience as a Developer, Software Analyst, Business Analyst, and/or Quality Assurance Tester may substitute for the required experience.

95. TESTING MANAGER

Fulltime professional work experience as a manager of teams performing manual testing of software applications.

95.1 Substitutions:

95.1.1 Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

95.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

95.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

95.1.4   Two (2) years of work experience as a Tester, Team Lead, Developer, Software Analyst, Business Analyst, and/or QA Tester may substitute for the required experience.

96.   TRAINERS

Fulltime professional work experience as a trainer delivering classroom or virtual instruction to end users of technology solutions.

96.1   Substitutions:

96.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

96.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

96.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

96.1.4   Two (2) years of work experience as a Non-Technology Trainer, Instructor, Teacher, Software Analyst, Business Analyst, and/or QA Tester may substitute for the required experience.

97.   TRAINING DEVELOPERS

97.1   Trainers will be responsible for designing, developing and delivery of training to end users.

97.2   Design and develop/modify all assigned training materials, including business process workshop materials.

97.3   Manage the design and organization of a computer lab (sandbox or training environment).

97.4   Develop and/or modify any needed instructor aids for use in classroom training and/or computer lab setting.
97.5   Evaluate end user competency of the system after attending training.

97.6   Conduct remedial or make up training sessions, as required.

97.7   Work with the Programming/Test Team Leads to ensure training manuals are updated appropriately with changes.

97.8   Experience developing and delivering end user training is required.

97.9   Experience in developing and delivering Oracle / PeopleSoft version 9.1 or higher end user training for those agencies requiring training on how to perform business processes and reporting using Oracle / PeopleSoft's Human Capital Management, Financial and EPM applications.

97.10   Demonstrated knowledge of Oracle / PeopleSoft version 9.1 or higher is required.

97.11   Demonstrated knowledge of instructional design methodology is required.

97.12   Demonstrated knowledge of effective training delivery techniques is required.

97.13   Strong communication and facilitation skills are required.

97.14   Oracle / PeopleSoft help desk experience is preferred.

97.15   Experience with Oracle's User Productivity Kit (UPK) is preferred.

98.   **UNISYS SPECIALTY ARCHITECTURAL SPECIALIST**

Fulltime professional work experience as an architect designing solutions on the UNISYS product stack.

98.1   **Substitutions:**

98.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

98.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

98.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

98.1.4   Two (2) years of work experience as a UNISYS products specialist, UNISY Administrator, Functional Architect, Enterprise Architect, Client Technology Specialist, Enterprise Architect, Database Architect and/or Data Warehouse Architect may substitute for the required experience.

99.   **UNISYS SPECIALTY EQUIPMENT OPERATOR**

99.1   Fulltime professional work experience as an equipment operator supporting UNISYS Products.

99.2   The UNISYS equipment operator is responsible for operating and maintaining UNISYS mainframes, peripherals and loads required media (tapes, paper, etc.) as required.

99.3   **Substitutions:**

99.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

99.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

99.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

99.3.4   Two (2) years of work experience as a Production Control Operator, Computer Operator, and/or Network Operator may substitute for the required experience.

100.   UNISYS SPECIALTY PRODUCTION CONTROL OPERATOR

100.1   Fulltime professional work experience as a production operator supporting UNISYS Products.

100.2   The UNISYS Production Control Operator is responsible for running production jobs on UNISYS mainframes.

100.3   Substitutions:

100.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

100.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

100.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

100.3.4   Two (2) years of work experience as a UNISYS Equipment Operator, Computer Operator, and/or Network Operator may substitute for the required experience.

101.   UNISYS SPECIALTY SERVICE DELIVERY SPECIALIST

101.1   Fulltime professional work experience as a technical specialist supporting UNISYS Products.

101.2   The Technical Specialist has an overall knowledge and understanding of technology that serves as a strong base for technical support of a specific product or program.

101.3   Substitutions:

101.3.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

101.3.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

101.3.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

101.3.4   Two (2) years of work experience as a Client Technical Specialist, Functional Technical Specialist, or any other product specific Technical Specialist role may substitute for the required experience.

102.   UPK TECHNICAL ADMINISTRATOR

Oracle User Productivity Kit (UPK) Technical Administrators will be responsible for designing and developing reports, pages and or customized documents in UPK.

102.1   Activities:

102.1.1   Design and develop specific reports to be used for monitoring and usage.

102.1.2   Design and develop templates.

102.1.3   Design and develop customizations within UPK version 11.1 or higher.

102.1.4   Test UPK content on supported browser platforms.

102.1.5   Research UPK related issues and review Oracle fixes and patch recommendations.

102.1.6   Deploy UPK client software to developers.

102.1.7   Review current structure and technical environments and make recommendations for improvement.

102.2   Pre-Requisites:

102.2.1   Experience developing and delivering reports from UPK.

102.2.2   Experience in developing and delivering customizations for Oracle UPK 11.1 or higher.

102.2.3   Demonstrated expertise of Oracle UPK version 11.1 or higher is required.

102.2.4   Ability to transfer knowledge and training for Oracle UPK version 11.1 or higher is required.

102.2.5   Strong communication and facilitation skills are required.

102.2.6   Knowledge of best practices for Oracle UPK.

103.   VIDEO CONFERENCE SPECIALIST

Fulltime professional work experience supporting video conferencing products and applications.

103.1   Substitutions:

103.1.1   Accredited college training may substitute for the required work experience with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

103.1.2   Accredited graduate training in the above area may substitute for the required work experience with a maximum substitution of two (2) years.

103.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

103.1.4   Two (2) years of work experience as a Help Desk Analyst, Service Specialist, Client Technology Specialist, and/or Product Specialist may substitute for the required experience.

104. VOICE / DATA ENGINEER

Oversees the selection, installation, configuration and troubleshooting of telephone facilities and special on-premises equipment.

104.1   Substitutions:

104.1.1   Accredited college training may substitute for the required work experience, with a maximum substitution of four (4) years. Fifteen semester hours in Information Technology or a related area is required.

104.1.2   Accredited graduate training in the above area may substitute for the required work experience, with a maximum substitution of two (2) years.

104.1.3   Successful completion of an Information Technology Certification program may substitute for the required work experience with a maximum substitution of two (2) years. Proof of certification must accompany application.

104.1.4   Two (2) years of work experience as a Communications Specialist, Network Specialist, and/or Videoconference Specialist may substitute for the required experience.

105. WEB CONTENT DESIGNER

105.1   Individuals with experience designing and developing content for websites that includes, but is not limited to the development of graphics, icons and other visual content.

105.2   Experienced in daily content publishing and writing for multiple audiences.

105.3   Proficiency in the use of content management software such as: Microsoft SharePoint, Ektron, Drupal, Convio, and Kintera.

106. WINDOWS 2008 / VMWARE ESX SYSTEM ADMINISTRATOR

106.1   The System Administrator position will provide a high level of technical support for Windows 2008 server hardware, operating system and system software on web, application, file and reporting servers.

106.2   The System Administrator position also provides technical support for VMWare ESX virtual server environment and server configuration management.

106.3   Plan, evaluate and apply server upgrades, patches and fixes.

106.4   Provide support for Windows Active Directory.

106.5   Handle server administration, configuration and installation issues with Windows 2008/2012 and VMWare vSphere Enterprise servers.

106.6   Monitor, analyze and tune system for performance.

106.7   Coordinate service level management and hardware maintenance/installation.

106.8   Troubleshoot hardware, software and network issues.

106.9   Determine areas requiring maintenance, repairs and upgrades.

106.10   Experience with providing system administration in a Windows Enterprise environment is required.

106.11   Working knowledge and experience working with Windows 2008 operating systems is required.

106.12   Working knowledge and experience working with Windows 2012 operating systems is preferred.

106.13   Working knowledge, administration, implementation and configuration of VMWare ESX server and Virtual Center is required.

106.14   Experience in planning, designing, configuring, patching, tuning and troubleshooting servers within these environments is required.

106.15   Strong scripting skills is preferred.

106.16   Working knowledge and experience with IBM or comparable SAN attached storage is preferred.